

At Your Service The CIO Help Desk

Division of the Chief Information Officer



Bill Walsh, Director, Customer Services

SOUTH CAROLINA BUDGET AND CONTROL BOARD DIVISION OF THE STATE CHIEF INFORMATION OFFICER



The CIO Help Desk

Responsibilities:

- Report Troubles/Check Status/Escalate
- Requests for Services
- Conference Calls (Audio Bridge) Help Desk:
- State Directory Assistance
- Equipment/Alarm Monitoring
- Notifications: Scheduled maintenance, network issues

Hours:

- (24x7x365) regardless of weather
- - (803) 896-0001 • (800) 922-1367

Directory Assistance:

(803) 896-0000



ciohelpdesk@cio.sc.gov

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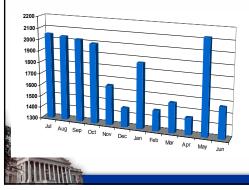
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CIO HELP DESK

(CALLS TO 896-0001 & (800) 922-1367)

FY 2002-03 21,249 Calls



AUTOMATED VECTOR

- Press 1 for Voice
- Press 2 for Data
- Press 3 for Other ...
- ✓ Calls directed to skilled agent
- Supervisor monitors agents and activities
- ✓ Monitored with Call Management Reports

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WORKLOAD MEASURES

Call Management Reports

- Inbound calls
- Avg. speed answered
- Avg. wait time
- Avg. abandoned time
- % abandoned
- % busy

By:

• Time Slot (Day, Week, Month)

Troubles/Outages/Requests Reports

- Data
- Voice
- Directory Assistance
- Conference Calls
- Sent to External Vendors

By:

- Totals
- Open *nn* days



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PERFORMANCE RESULTS

Modifications based on Call Management:

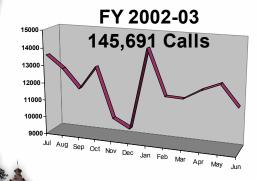
- ✓ Modified so all agents can provide Directory Assistance
- ✓ Trained staff agents in additional skill sets (voice & data)
- ✓ Adjusted work schedules to ensure agent coverage during peak times
- ✓ Moved staff to provide for additional early morning support

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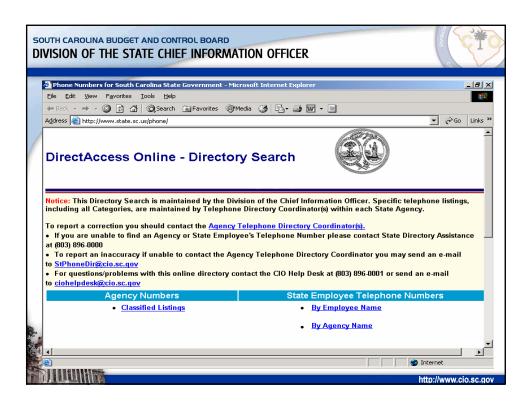
HELP DESK DIRECTORY ASSISTANCE – 896-0000

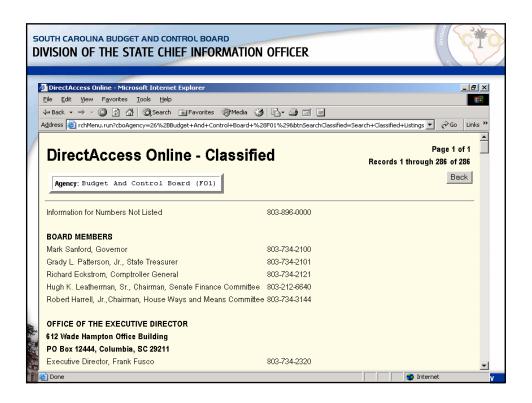


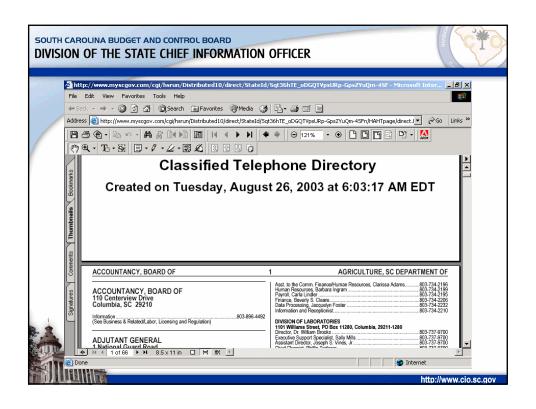
Performance Measures/ Modifications:

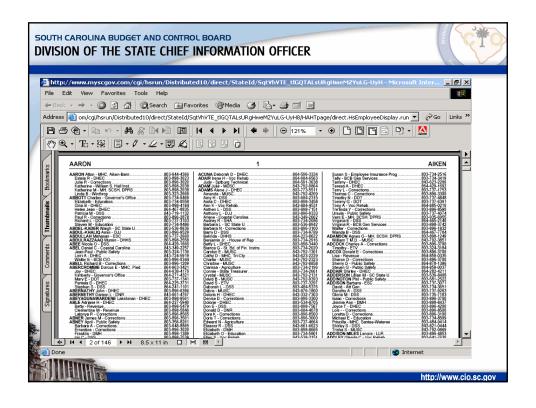
✓ Implementing enhanced online directory system (DirectAccess or SCADS), promoted via MySCGov and Newsletters

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Customer Information Initiatives

Electronic Mail Notification Distribution Lists

- ✓ Agency Heads
- ✓ IT Directors
- ✓ IT Contacts
- ✓ Directory Coordinators
- **✓** Telephone Coordinators
- ✓ 95 other lists with over 1000 email addresses

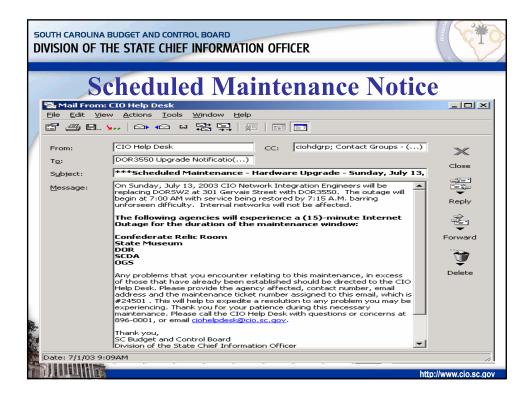
Voice Mail Notification

- Distribution Lists
 ✓ CIO Management
- ✓ SAP Management

Other

- ✓ Newsletters
- ✓ Surveys
- ✓ Website

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SOUTH CAROLINA BUDGET AND CONTROL BOARD DIVISION OF THE STATE CHIEF INFORMATION OFFICER Virus/Worm Notification <u>File Edit View Actions Tools Window Help</u> 🎬 🚄 🖳 🐆 | 🖴 🍅 😝 🔡 🗐 | 🗊 CIOHelpDesk@CIO.SC.GOV CC: From: >< <TECHLEAD@LIST.HCS.K12.(...) BC: Bill Walsh To: Close CIO Security Brief: Sobig.F Virus Subject: The Sobig virus is a significant threat to any network. It opens back doors, includes proxy servers, and spreads fast across file shares and via e-mail. Detection and removal of infected machines should be a high priority. Reply Recommendation Sobig can be detect in several ways: e-mail: An infected machine will send large amounts of e-mail. It will not use the usual email server but instead send e-mail directly, virus scanners: Currently, all major virus scanners will detect Sobig-F. 7 Sobig-F. NTP traffic: The worm will synchronize with various NTP servers to obtain an accurate time. Counter Measures: Block all outbound traffic on port 25 unless it is originating from a known mail server. Require users of your network to use this authorized mail server. Implement virus scanning on this mail server. Block inbound UDP traffic on port 995-999 and 8998. Remind users not to click on e-mail altachment? (http://isc.sans.org/antivirus.pdf) Only Windows can be infected by this virus. Other operating systems Date: 8/22/03 2:12PM

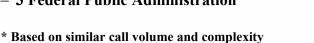




Recent Announcement

Gartner Group IT Assessment (for Fiscal Year 2002-2003)

- CIO Help Desk cost per call was 10.7% below the Government Peer group *
 - 4 State/Local governments
 - 3 Federal Public Administration





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How You Slice It

• The CIO Help Desk received over **166,000** calls last year which is 3½ times as much as the Dominos Pizza Help Desk



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